

**INFORMATION DISCLOSURE**  
**IMPORTANT - PLEASE READE CAREFULLY**

(This notice does not form part of the insurance contract or any other document)

**Policyholder/Prospective Policyholder**

As a short-term insurance policyholder or prospective policyholder, you have the right to the following information:

**1. INFORMATION ABOUT THE INTERMEDIARY**

**a. Details**

Name: Santova Financial Services (PTY) Ltd  
Authorised Financial Services Provider  
Company registration number: 2002/004034/07  
FSP number: 6018 Personal Lines A1 and Commercial Lines  
VAT registration number: 4270189816  
Physical address: Santova House, 88 Mahatma Gandhi Road, Durban  
Postal address: P.O Box 6148, Durban, South Africa, 4000  
Email address: [info@surecargo.net](mailto:info@surecargo.net)  
Telephone: +27 (0) 31 493 1200  
Website: [www.surecargo.net](http://www.surecargo.net)

**b. Details of the Responsible Person at the Intermediary for this Policy**

Name: Jeremy Wright  
Email: [jeremy.wright@santova.com](mailto:jeremy.wright@santova.com)  
Legal and Contractual Status: I'm a Representative of the intermediary in accordance with the FAIS Act, a full time employee of the intermediary  
My Qualification: Dip Short Term Insurance: INSETA NQF Level 6, 245 credits and BCOM Risk Management: NQF Level 6, 360 credits.  
My Experience: Short Term industry since 1990  
Because of my period of experience in the financial services industry, I am not required to render any financial services under supervision and I am authorized to give financial advice under the following auspices: I am a Representative of a licensed FSP  
I have been registered as 'Fit and Proper' and competent to give financial advice, the licensed FSP accepts full responsibility for the advice which I give to my clients.  
Full details of any product supplier will be given to you in writing at quotation stage. I stand to receive no personal benefit from the financial services for which I am offering advice other than my salary paid by the intermediary.  
Your Insurance product involves three companies performing different functions:  
Intermediary - This company acts as your agent and sells the product to you  
Insurer - This is the insurance company that receives your premium and is liable for claims  
Binder Holder - This company "Binds" or deals with various aspects of your policy on behalf of your Insurer  
The administration of your policy including collecting and accounting for premiums, issuing your policy and amendments to your policy receiving, submitting and processing claims will be performed by Santova Financial Services (Pty) Ltd (the Intermediary.) In addition to the commission earned by the Intermediary, is paid a Binder Function Fee for performing administration services on behalf of Guardrisk Insurance Company Limited which is equivalent to 9% of the monthly gross written premium. The ultimate decision in regard to your policy, premiums and claims are made by the Insurer and is subject to oversight by the Registrar of Short-term Insurers and the Short-term Insurance Ombudsman  
Binder Disclosure  
The Intermediary acts as a binder holder for the Insurer and has signed a binder agreement to this effect. In terms of this agreement, the binder holder may:  
1) enter into, vary and renew policies  
2) determine premiums  
3) determine the policy benefits and  
4) settle all valid claims  
The binder holder may not reject claims, nor cancel policies. This may only be done by the Insurer.

**c. Legal status and any interest in the Insurer**

The Intermediary is a private company with limited liability and no direct financial interest in the Insurer. The Intermediary does receive more than 30% of its total commission from the Insurer.

**d. Professional Indemnity**

The Intermediary holds Professional Indemnity cover for ZAR25 000 000.  
The Insurer holds Professional Indemnity cover for ZAR1 300 000 000 (Momentum Metropolitan Holdings PI policy.)

**e. Details on how to institute a claim**

Should you wish to submit a claim against your policy, please refer to your policy document for the procedures thereto or contact our claims department at the address above in writing.  
i. In the event of a theft, where a criminal act is suspected, you are required to report it to the police.  
ii. Immediately place the shipping line/airline/ transporter on notice  
iii. Should you have any difficulties, please contact our claims department for assistance.

**2. Compliance information of the Intermediary**

Compliance Officer: Moonstone Compliance (Pty) Ltd  
Postal address: P O Box 12662, Die Boord Stellenbosch, 7613  
Telephone: +27 (0) 21 883 8000

**g. Fees and commission payable (VAT inclusive)**

Commission: 20%  
Binder: 9%  
Transactional fee: 3.5%

**h. Written mandate to act on behalf of Insurer (where applicable)**

This is only applicable in respect of an Intermediary who has been authorised to bind policies on behalf of the insurer.

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**2. INFORMATION ABOUT THE INSURER**

**a. Detail**

Name: Guardrisk Insurance Company Limited  
Authorised Financial Services Provider  
Company registration number: 1992/001639/06  
FSP number: 75  
VAT registration number:  
Services: Advice and Intermediary  
Categories: Short Term Insurance (Personal Lines A1 and Commercial Lines)  
Physical address: Head Office The MARC, Tower 2, 129 Rivonia Road, Sandton, 2196  
Postal address: PO Box 786015, Sandton, 2146  
Email address: [info@guardrisk.co.za](mailto:info@guardrisk.co.za)  
Telephone: +27 (0) 11 669 1000  
Website: [www.guardrisk.co.za](http://www.guardrisk.co.za)

**b. Contact details of the Insurer's compliance department**

Postal address: PO Box 786015, Sandton, 2146  
Telephone: +27 (0) 11 669 1000

**c. Details of how to institute a claim or complaint**

Claims are normally instituted through the Intermediary as applicable and described in this document. Complaints can be referred either to the compliance officer at the above address or telephone number or the Complaints Management Desk details below refer to section 5.

**d. Type of policy involved**

Your policy is a Marine Cargo insurance policy – refer to the policy wording for full details.

**e. Obligations you assume as policyholder**

Your premium obligations are: Premium as reflected in your certificate which is inclusive of commission of 20%  
Prudent risk management to safeguard your assets

**3. PREMIUM PAYMENT**

Once-off premium payment  
For cover to incept receipt of premium is required upfront failing which cover will not incept

**4. WAIVER OF RIGHTS**

**Section 21** of the Code of Conduct provides that no provider may request or induce in any manner a customer to waive any right or benefit conferred on the customer by, or in terms of, any provisions of this code, or recognise any such waiver by the customer and any such waiver is null and void.

**5. COMPLAINTS MANAGEMENT DESK**

In the event of you being dissatisfied with any services/disclosure aspects or you have any queries, please contact:

The Intermediary on: -

Telephone: +27 (0) 31 493 1200

Email address: [insurance@santova.com](mailto:insurance@santova.com)

The Insurer on:

Telephone: +27 (0) 11 669 1000

Email address: [complaints@guardrisk.co.za](mailto:complaints@guardrisk.co.za)

Should you wish to escalate your claim after discussing it with our claim's manager, you can refer it to the Ombudsman

**6. ESCALATION OF COMPLAINTS**

**a. FAIS Ombudsman**

PO Box 74571, Lynnwood Ridge, 0040  
Telephone: +27 (0) 12 762 5000  
Email address: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)

**b. Ombudsman for Short-term Insurance**

PO Box 32334, Braamfontein, 2017  
Telephone: +27 (0) 11 726 5501  
Email address: [info@osti.co.za](mailto:info@osti.co.za)  
Website: [www.osti.co.za](http://www.osti.co.za)

**7. FRAUD REPORTING**

Should you become aware of irregularities on any policy, you can contact your Insurer. Your call will be treated in confidence:  
Phone: +27 (0) 11 669 1000

**8. OTHER MATTERS OF IMPORTANCE**

- a. If any complaint to the Intermediary or to the Insurer is not resolved to your satisfaction, you may submit a complaint to the FAIS Ombudsman.
- b. Polygraph or similar tests may be conducted at the discretion of the Insurer in the event of a claim and the failure thereof may not be the sole reason for repudiating a claim.
- c. The insurer is required to give reasons in writing for the rejection of your claim and not the Intermediary.
- d. You are entitled to a copy of the policy at no extra charge.
- e. Increases in policy benefits: We reserve the right to warrant additional premium if you add any additional cover or increase benefits or cover limits to your policy.
- f. You have the right to request telephonic recordings which will be provided if/when available.
- g. The Insurer will not be held liable as a consequence of your failure to settle the deductible with the Intermediary. It is your responsibility to ensure that all remaining amounts payable to the Intermediary are settled subsequent to Insurers having made payment as stated above. Non-payment of the deductible to the Intermediary might result in the service provider not releasing your property or civil action being instituted by the service provider.
- h. There might be circumstances in which interest will be payable in the event of late payment of claim settlement(s) and in such instances, the current rate of interest will be payable.

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**9. SASRIA COVER (APPLICABLE TO SOUTH AFRICA ONLY)**

In the event that this policy extends to include SASRIA cover, the details of the Insurer providing this cover are:

SASRIA SOC Limited

Registration number: 1979/000287/06

The Executive Manager: Business Operations

Department: Mr Mziwoxolo Mavuso

Physical address: Po Box 653367, Benmore, 2010

Telephone: +27 (0) 11 214 0800

Compliance email: mziwoxolom@sasria.co.za

Compliance telephone: +27 (0) 11 214 0800

Alternate email: contactus@sasria.co.za

Website: www.sasria.co.za

**10. WARNING**

- a. Do not sign any blank or partially completed application form(s).
- b. Complete all forms in ink.
- c. Keep all documents handed to you and make notes as to what is said to you.
- d. Request a letter of representation from your Intermediary and do not be pressurised to buy the product.
- e. All material facts must be accurately, fully and properly disclosed by you. All information provided by you or on your behalf is your responsibility.
- f. You need to be satisfied with the accuracy of any transaction submitted by your Intermediary on your behalf.
- g. Misrepresentation, incorrect information or non-disclosure by you of any material facts may influence an insurer on any claims arising from or increase benefits or cover limits to your policy.

**11. PREMIUM COLLECTION**

Insure Group Managers Ltd is mandated to collect premiums on our behalf. Their details are as follows:

Name: Insuregroup Managers

Authorised Financial Services Provider

FSP number: 45351

Registered address: IOM House, 6 St Giles Street, Randburg, 2194

Telephone: +27 (0) 11 449 6800

Website: www.insuregroup.co.za

**12. CONFLICT OF INTEREST**

The protection of your interests is our primary concern and we strive to ensure, there is no circumstance that could give rise to actual or potential conflict of interest in dealing with you. For more details, please click on the link below

[https://guardrisk.co.za/wp-content/uploads/2019/04/Conflict-of-Interest-Policy-2019\\_April.pdf](https://guardrisk.co.za/wp-content/uploads/2019/04/Conflict-of-Interest-Policy-2019_April.pdf)

Contact Santova Financial Services on +27 (0) 31 493 1200 or [info@surecargo.net](mailto:info@surecargo.net) for site of their Conflict of Interest policy

**13. CONTACT US**

Please click on the link below

[info@surecargo.net](mailto:info@surecargo.net)